

## Digital Switchover Troubleshooting at Retail

### 1. "I can't receive any digital TV services."

<u>Question</u>	<u>Answer</u>	<u>Suggested Action</u>
Are you trying to receive digital TV through your aerial?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Contact your satellite/cable service provider.
Do you live in a flat or other accommodation with a communal (shared) aerial?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Contact your landlord/property manager.
Do you have a digital box or digital television?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Convert your existing TV or purchase a TV with a digital box built in.
Is the digital equipment connected up as per the instruction manual, and switched on?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Connect your digital equipment as per the instruction guide and switch on.
Were you receiving BBC Two and other BBC channels digitally before the latest switchover date?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Tune your digital equipment.
Have you tuned/re-tuned your equipment since the last switchover date?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Tune your digital equipment.
Is your digital box/TV included on the <b>2K equipment list</b> ?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Contact the manufacturer to establish the recommended remedy.
Is your digital box/TV included on the <b>Split NIT equipment list</b> ?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Contact Freeview or the manufacturer to establish the recommended remedy.
Are you expected to be in coverage? (Digital UK Postcode Checker <a href="http://digitaluk.co.uk">digitaluk.co.uk</a> or 08456 50 50 50.)	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Advise customer of alternative available satellite/cable options in their area.
Are you served by a relay transmitter that has not yet completed?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Re-tune when your relay has completed.
Did you always receive a good analogue service before switchover?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Consult an aerial installer (with RDI, CAI+ or IDSC status).
Do you have a signal booster?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Remove booster and re-tune equipment.
<b>If problems still exist, contact Digital UK Call Centre on 08456 50 50 50.</b>		

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### 2. "I can only receive some digital TV services."

<u>Question</u>	<u>Answer</u>	<u>Suggested Action</u>
Are you trying to receive digital TV through your aerial?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Contact your satellite/cable service provider.
Do you live in a flat or other accommodation with a communal (shared) aerial?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Contact your landlord/property manager.
Are you expected to receive more channels? (Digital UK Postcode Checker digitaluk.co.uk or 08456 50 50 50.)	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Advise customer of alternative available satellite/cable options in their area.
Have you tuned/re-tuned your equipment since the last switchover date?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Tune your digital equipment.
Are you served by a relay transmitter that has not yet completed?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Re-tune when your relay has completed.
Can you see the names of some free-to-view channels but no pictures?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Check the "800s" for the channels you want.
Do you have a signal booster?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Remove booster (contact an aerial installer if necessary) and re-tune equipment.
Are the channels you want in the "800s"?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Use "Favourites" or "Channel Shift" to move channels to the positions you want.
Do you access your recorder via a number button on your remote, rather than "AV"?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Unplug your aerial from the recorder and put it directly into your iDTV or digital box, then re-tune. If all channels are now accessed, reconnect as before, but tune your recorder into another RF channel on your TV.
Possible solutions:		<ol style="list-style-type: none"> <li>1. Perform a manual scan.</li> <li>2. Fit an attenuator during tuning to reduce the strength of unwanted signals.</li> </ol>
<p>Note: When re-tuning, Digital UK recommends a full rescan. This might be called a Factory Reset, First-time Installation, Default Settings or a Full Re-tune. If you have allocated channel positions using "Favourites" these will be lost and will need to be reset. If you use the "Add Channels" option you will retain your Favourites, but the performance of your digital box could deteriorate over time.</p>		
<p><b>If problems still exist, contact Digital UK Call Centre on 08456 50 50 50.</b></p>		